CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D2) Info Tech and Sys Admin for Systems Engineering

TA No:	146-Rev5		
Task Area Monitor:		**Alternate Task Area Monitor:**	
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Non-Recurring Task		

2. BACKGROUND

The Systems Engineering Directorate consists of a heterogeneous network of PC and MacIntosh desktop/laptop computer systems, file servers and back-up systems in Buildings 1202, 1209, 1230, and 1250. Software includes a wide variety of software packages including commercial analysis, CAD/CAM and graphics software packages, as well as license managers, compilers and software developer utilities. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain.

3. OBJECTIVE

The objective of this task assignment is to provide information technology and system administration support on equipment not covered by ODIN for the Systems Engineering Directorate Office as well as 10 of the technical branches contained within (Org Codes D201 through D210 specifically).

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Services include:
A. Systems Administration, IT Security Administration, Hardware Maintenance, System Software Maintenance, Applications Management, Data Back-up, Customer Support and IT Consultation for applications and software that not part of the ODIN standard load/standard operations.
B. Provide integrated support web-based systems which will include identifying and documenting technical requirements as well as a determination of best technical solution for meeting these requirements.
C. Provide support and implement solutions due to conflicts/issues when the ODIN standard load interferes with non-ODIN supported software/hardware.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

The contractor shall provide support and expertise on coordination across NASA Centers to ensure interoperability of applications, to include ProEngineer and Windchill/PDMLink.

Contractor personnel will be located on-site in the Systems Engineering Office area. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations outside of normal working hours will be monitored and problems will be reported to the Technical Monitor within 2 hours of the start of the next business day.

General IT Support Services Performance Metrics

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.

Performance Metrics:

Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection (a through e) are not satisfied.

Performance Standard: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

Performance Standard: The security of systems and data that fall under this TA is ensured

Performance Metrics:

Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated.

Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager.

Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.

Fails: Any of the requirements of this subsection (a through f) is not satisfied.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets:	The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.
Fails:	Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: All systems to which these services apply are maintained to OEM standards. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

Exceeds:	"Meets" and: incipient failures are recognized and acted upon; or repairs are accomplished ahead of schedule.
Meets:	Equipment failures are identified within 2 hours of occurrence (or beginning of first prime shift following occurrence) and satisfactory repairs are affected on the schedule agreed to by the contractor and line manager before the repair is initiated. Data is restored to status of the last available back-up
Fails:	Any of the requirements of this subsection (a through g) is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly, on the first Wednesday of each month. The following persons or their alternates are required to attend:

NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed. The contractor shall maintain minutes; and at the beginning of each meeting the minutes of the previous meeting will be reviewed.

11. PERIOD OF PERFORMANCE

This TA is effective from 07/01/05 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%   Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.